High Conflict Conversations – ADR Council Training 8/6/04 Draft

Course Objective

The training is designed to provide state executive agency staff with skills, and opportunities to practice techniques, for moving emotionally-charged conversations toward constructive problem-solving. The simulations designed for the course will focus on relations with external customers, but the principles and techniques are applicable to *all* high conflict conversations. The final (optional) module of the course addresses issues unique to some agencies with regulatory authority, where an individual staff person may have dual compliance assurance and enforcement roles.

This is a train-the-trainer training, in which we will train at least one individual in each interested agency, and that trainer will then be responsible for offering the training to all levels of staff within their agency. We are working with interested agencies to develop agency-specific simulation fact patterns.

Course Structure

		
		Train-the-Trainer:
Lecture and	Student Debriefing	+ • Teaching points
Simulations		Debriefing points

Two sets of materials will be created:

- Course materials for use by agency trainers in training agency staff
- Train-the-trainer teaching notes

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Agencies Potentially Interested

	Module	Content of tollago right to	solving. The simulations designed for the mure vibrational particles and polynoides are significant.
	regulatory rænd lenfort	Creating and Maintaining Dialogue	(netional) module of the course addresses issues authority, where an individual staff person may have roles.
V.	These to along	offering the training to all lev	This is a train-the-trainer training, in which we will tagency, and that trainer will then be responsible to their agency. We are worldingseizingA state (Removed agency).
	2	Finding the "Third Story"	
	3	Mutual Gain Negotiation	Course Structure
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5	Wearing Two Hats: Dual Compliance Assurance and Enforcement Roles	Agencies with Regulatory Enforcement Authority	
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Curriculum

Module	Content		ted in Tra	al lining ne	Time for Train-the- Trainer Session
	Introduction and Expectations Simulation: "Win As Much As You Can"		c sinkilations icture	ahoeqe Johannell	
4	"Platinum Paper Clips" Creating and Maintaining Dialogue (principles from Crucial Conversations) Exercise(s) based on everyday facts		45		
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				rith eaks)	
2	Finding the "Third Story" (principles from Difficult Conversations) Exercise(s) based on everyday facts	1:	00		
3	Mutual Gain Negotiation (principles from Getting to Yes and Dealing with an Angry Public) Exercise(s) based on everyday facts	1	00		

4	Agency-specific simulations (no enforcement component)					H azigimo		
5	Wearing Complian Roles	Two Hats	: Managing Dua	al cement	2:00	8	10	ofade
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